

FIG. 1

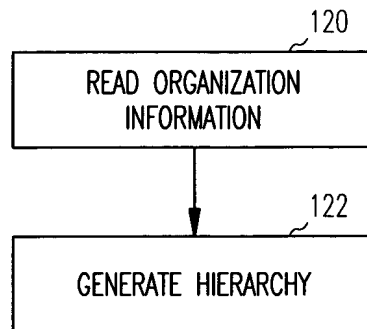


FIG. 2

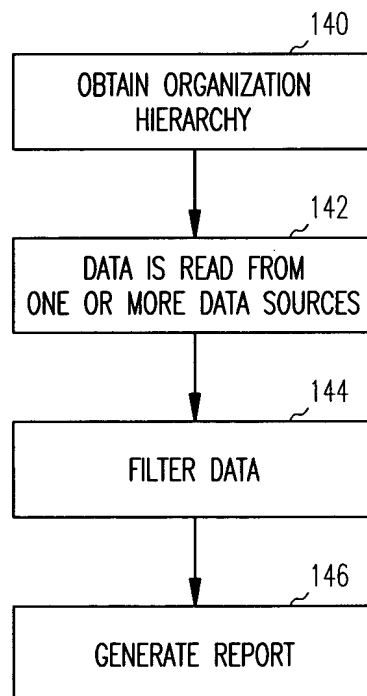


FIG. 3

EMPLOYEE ID	SUPERVISOR ID	NAME	PHONE	DEPARTMENT	EMAIL
1080	279	Machovsky, Steve	123-456-7890	Procurement Dist/Development	Steve.Machovsky@acme.com
2257	279	Johnson, Michael	123-456-7890	General Ledger Development	Michael.Johnson@lawson.com
2338	279	Peterson, Tom	123-456-7890	General Ledger Development	Tom.Peterson@acme.com
2834	279	Rogachevsky, Yelena	123-456-7890	General Ledger Development	Yelena.Rogachevsky@acme.com
3723	279	Austhof, Bret	123-456-7890	General Ledger Development	Bret.Austin@acme.com
1509	279	Kerian, Tim	123-456-7890	AS400 Dev	Tim.Kerian@acme.com
2453	279	Drinka, Jerry	123-456-7890	General Ledger Development	Jerry.Drinka@acme.com
2556	279	Job Wixxo, Doris	123-456-7890	General Ledger Development	Doris.Job Wixxo@acme.com
2563	279	Wolyniec, Julianne	123-456-7890	General Ledger Development	Julianne.Wolyniec@acme.com
2454	279	Miller, Scott	123-456-7890	General Ledger Development	Scott.Miller@acme.com
2968	279	Kauffman, Karla	123-456-7890	General Ledger Development	Karla.Kauffman@acme.com
543	297	Rich, John	123-456-7890	GSC Unix/NT Technology Support	John.Rich@acme.com
2325	297	Haider, Mark	123-456-7890	GSC Unix/NT Technology Support	Mark.Haider@acme.com
2828	297	Karjala, Tracy	123-456-7890	GSC Unix/NT Technology Support	Tracy.Karjala@acme.com
1831	297	Bozvay, Fred	123-456-7890	GSC Unix/NT Technology Support	Fred.Bozvay@acme.com
2449	297	Kruger, Joleen	123-456-7890	GSC Unix/NT Technology Support	Joleen.Kruger@acme.com
1470	297	Hammerschmidt, Andy	123-456-7890	GSC Unix/NT Technology Support	Andy.Hammerschmidt@acme.com
2482	508	Salovich, Mike	123-456-7890	Analytics	Mike.Salovich@acme.com
646	508	Skovbroten, Bob	123-456-7890	Analytics	Bob.Skovbroten@acme.com
1984	508	Stokes, Deb	123-456-7890	Analytics	Deborah.Stokes@acme.com
1089	508	Brown, Scott	123-456-7890	Analytics	Scott.Brown@acme.com
1555	508	Belting, Robin	123-456-7890	Analytics	Robin.Belting@acme.com
1202	508	Moran, Wayne	123-456-7890	Analytics	Wayne.Moran@acme.com
4007	517	Schwartz, Chris	123-456-7890	App Development Operations	Chris.Schwartz@acme.com
160	162		166	168	170

FIG. 4

Calls For Selected Customer -data
Filters: CUSTOMER-5522

182					180	
CALL ID	PROD GROUP	SYSTEM CODE	CUSTOMER NAME	OWNER PROBLEM ID	LAST MSG	DATE
1310105	LGN	WE	ACME HOLDINGS	3116		11/26/2002
1320025	GL	FIN	ACME HOLDINGS	4251		11/13/2002
1320700	GL	FIN	ACME HOLDINGS	4251		11/13/2002
1326053	LGN	WE	ACME HOLDINGS	3362		11/20/2002
1327235	LGN	WE	ACME HOLDINGS	2468 ~ 160		11/21/2002

FIG. 5

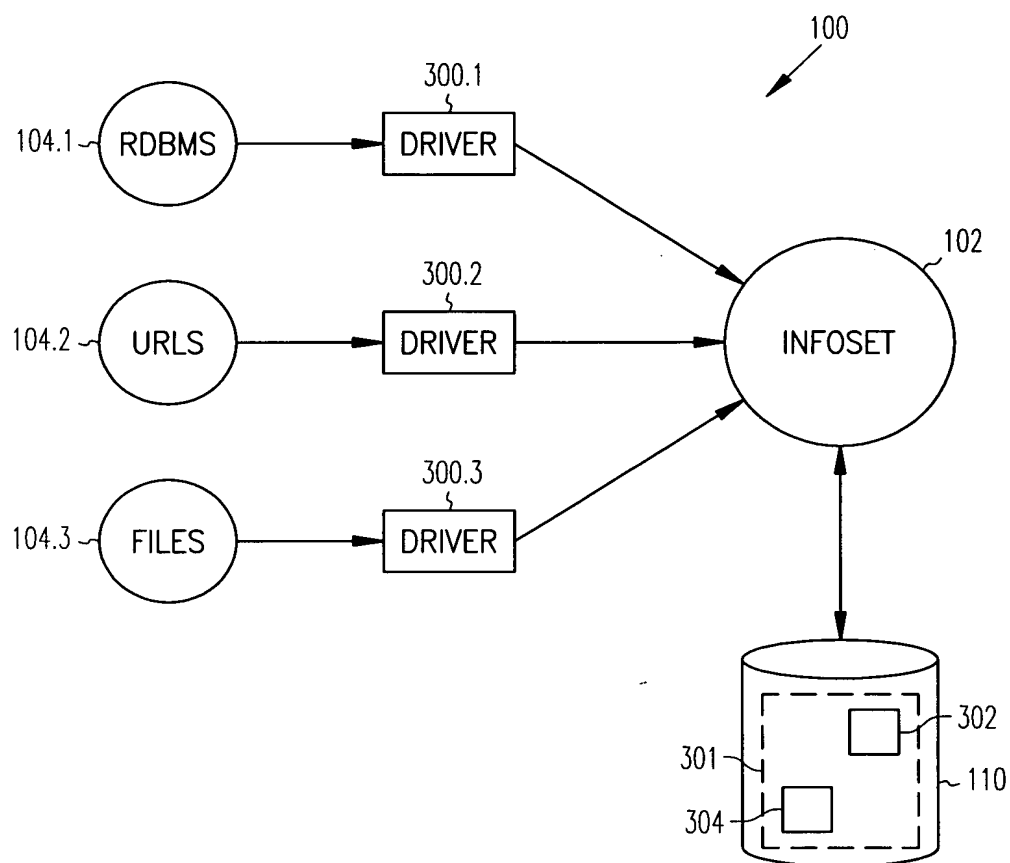


FIG. 7

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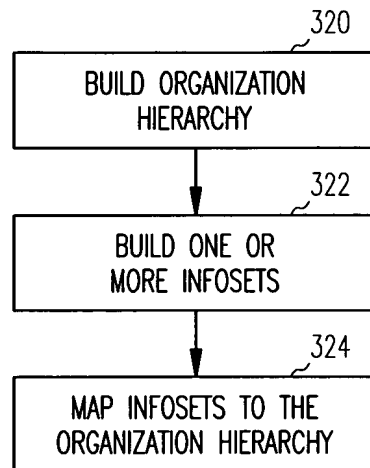


FIG. 8

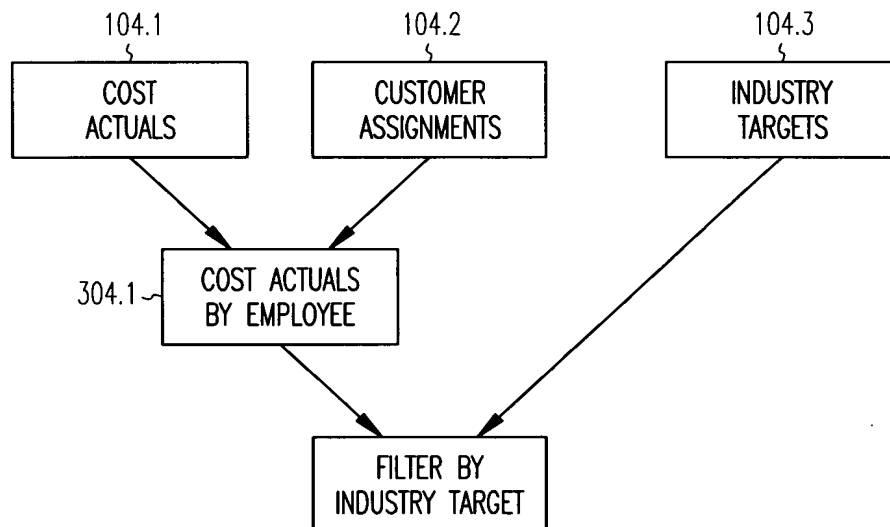


FIG. 9

Smart Notification

InfoSet Wizard

File

Edit

View

Favorites

Tools

Help

Back

Forward

Home

Search

Favorites

Media

Address

Go

Google

Search Site

New!

PageRank

»

InfoSet Wizard

1

Select Data Source

2

Define InfoSet

3

Specify Links

4

Save InfoSet

Type

Select Type ~ 360

Select Type

Delimited Document

Acme DME

Hyperion Essbase

Relational Database (JDBC)

LSN I Internal Data

LDAP

Java Property Document

XML Document

Cancel

Next

Done

Local intranet

FIG. 10

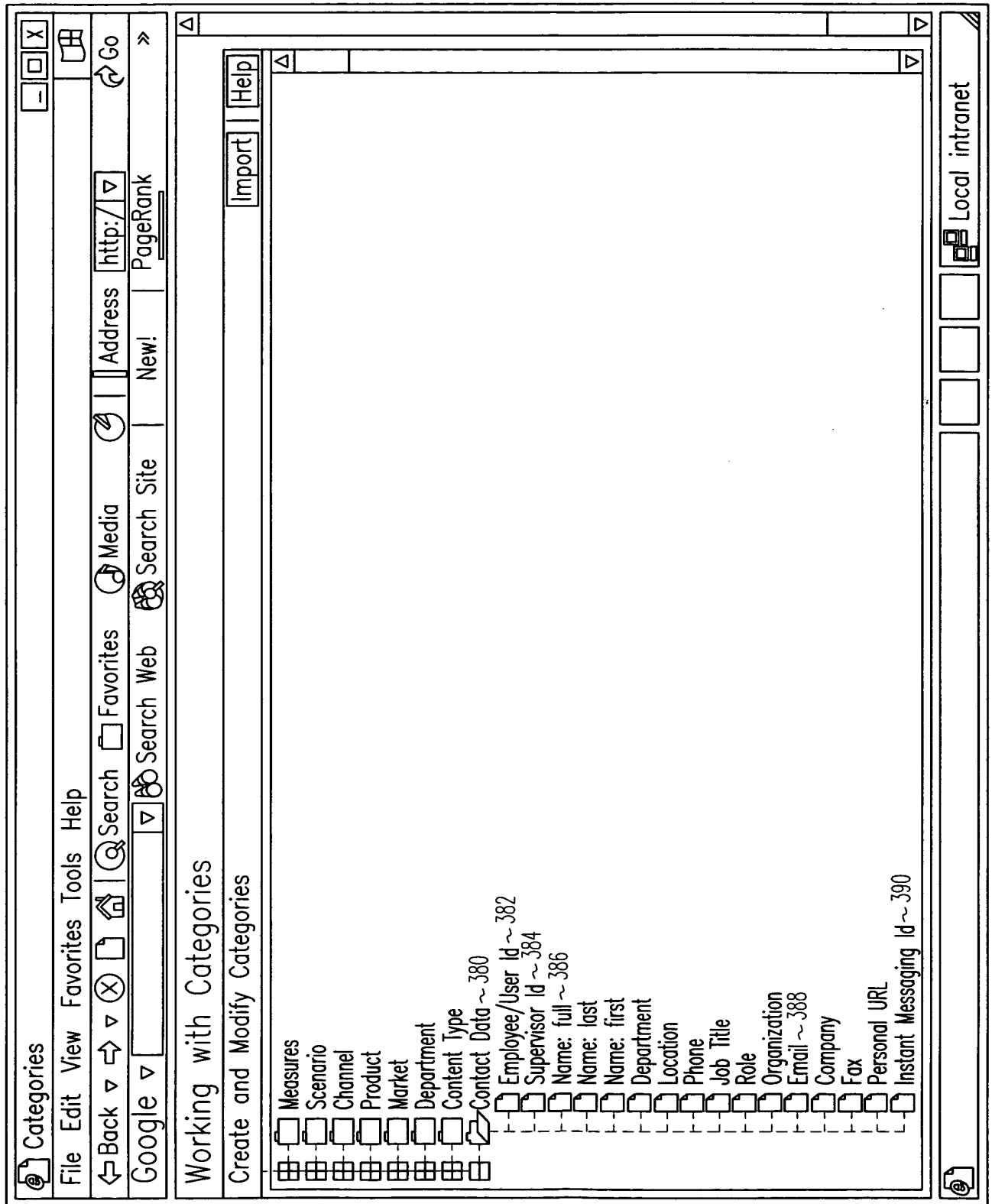


FIG. 11

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http://

File Edit View Favorites Tools Help

Back Search Favorites Search Site New! PageRank Page Info Up Highlight

Google

EMPLOYEE ID	SUPERVISOR ID	NAME	PHONE	DEPARTMENT	EMAIL
8359	0		0208 555 5555	Facilities	Dieter.Kutzer@acme.com
8062	0	Kutzner, Dieter	49.17111111	Services	Bas.van.Lith@acme.com
8108	0			Netherlands Merchandising	Jeremy.Spencer@acme.com
8401	0			UK Merchandising Sales	Richard.Smith@acme.com
1	0	Smith, Richard	123-456-7890	Corporate Executives	Cathie.Jepson@acme.com
8363	0		0113 2222222	Corporate Administration	Chris.Angus@acme.com
8408	0			Merchandising Prod Dev	
8413	0			Merchandising Prod Dev	
8411	0		44 113 2345678	Merchandising Prod Dev	
604	1 ~ 162	Jones, Jay	123-456-7890	Corporate Executives	Jay.Jones@acme.com
1689	67	Chakraborty, Anjan	123-456-7890	Application Products Admin	Anjan.Chakraborty@acme.com
3243	94	August, Michael	123-456-7890	Strategic Account Services	Mike.August@acme.com
1439	94	Houlihan, Pam	123-456-7890	Strategic Account Services	Pam.Houlihan@acme.com
1080	279	Machovsky, Steve	123-456-7890	Procurement Dist/Development	Steve.Machovsky@acme.com
2257	279	Johnson, Michael	123-456-7890	General Ledger Development	Michael.Johnson@acme.com
2338	279	Peterson, Tom	123-456-7890	General Ledger Development	Tom.Peterson@acme.com
2834	279	Rogachevsky, Yelena	123-456-7890	General Ledger Development	Yelena.Rogachevsky@acme.com
3723	279	Austhof, Bret	123-456-7890	General Ledger Development	Bret.Austhof@acme.com

Done Local intranet

FIG. 12

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Smart Notification Infolist Wizard

File Edit View Favorites Tools Help

Back

Forward

Search

Address

Go

Google

Search Web

Search Site

New!

PageRank

Page Info

Up

Highlight

1

2

3

4

Select

Define

Specify

Save

Data Source

InfoSet

Links

InfoSet

Column Specifications

Auto Create

Add Column

Filter Duplicates by:

Unique Key

Key	Burst On Name	Display Name	Type	Read Format	Category	Good Direction	Curr/Date	Format	Dec Places	Column	Move	Remove
Key	<input type="checkbox"/>	Employee Id	integer	<input type="text"/>	Employee/User Id	<input type="text"/>	n/a	<input type="text"/>	n/a	0	<input type="text"/>	X
Key	<input type="checkbox"/>	Supervisor Id	integer	<input type="text"/>	Supervisor Id (Cont)	<input type="text"/>	n/a	<input type="text"/>	n/a	1	<input type="text"/>	X
Key	<input type="checkbox"/>	Name	string	<input type="text"/>	Name: full (Cont)	<input type="text"/>	n/a	<input type="text"/>	n/a	3	<input type="text"/>	X
attribute	<input type="checkbox"/>	Phone	string	<input type="text"/>	Phone (Contact D)	<input type="text"/>	n/a	<input type="text"/>	n/a	2	<input type="text"/>	X
Key	<input type="checkbox"/>	Department	string	<input type="text"/>	Department (Cont)	<input type="text"/>	n/a	<input type="text"/>	n/a	4	<input type="text"/>	X
Key	<input checked="" type="checkbox"/>	Email	string	<input type="text"/>	Email (Contact Da)	<input type="text"/>	n/a	<input type="text"/>	n/a	5	<input type="text"/>	X

Cancel

Previous

Next

Save Updates



















Save As New

Local intranet

FIG. 13

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FIG. 14

 http://														
File Edit View Favorites Tools Help														
 Back  Forward  Home  Search  Favorites  Media  Address  Go														
Google  Search  Web  Search Site  New!  PageRank  Page Info  Up  Highlight														
Call Id	CUSTOMER	Action	Prod	System	Customer Name	Last Msg	Owner	Own	Last	Own	First	Problem	Company	
		Priority	Group	Code		Date			Name		Name	Id		
1257244	2987	3	EUW	PP	ACME METRO	05/30/2002	2993		Troester		Ron	70944	1	
					BACME									
1260340	2389	3	EUW	PP	CACME	06/13/2002	3211		Blayang		Bruce		1	
1265824	5796	3	LGN	WE	CROWACME	03/18/2003	3471		Kjos		Brady	94975	1	
1266029	5725	3	LIDE	WE	ACME REHAB	03/10/2003	1810		Campbell		Aaron	1	1	
1267563	2879	3	MA	PROC	ACME FARM	03/17/2003	4133		Pop p		Corey	82785	1	
1273879	5575	3	LIDE	WE	ACME HEALTH	03/04/2003	3471		Kjos		Brady		1	
1278282	2004045	3	PR	HR	ACME APPAREL	03/18/2003	4302		Lomoro		Karen	91327	1	
1294878	4482	3	BN	HR	ACME MEDICAL	03/18/2003	3932		Hoffman		Robert		1	
1295970	5581	3	EDB	PP	SCHOOL BOARD	10/18/2002	4409		Millard		Mary		1	
1296219	5321	3	EUW	PP	ZACME	03/18/2003	3691		Wooley		Elizabeth	3	1	
1309654	5558	3	MA	PROC	Services Techni	03/15/2003	3331		Cole		Judith	106246	1	
1310803	5558	3	AR	FIN	Services Techni	02/03/2003	141 2		Hartwig		Barb	97773	1	
1313989	5824	3	LGN	WE	GACME	01/24/2003	3471		Kjos		Brady		1	
1316275	5162	3	PO	PROC	HACME	03/17/2003	3331		Cole		Judith	101366	1	
1316846	5388	3	BN	HR	ACME UNIVERSI	01/15/2003	2940		Evans		Diane	104275	1	
13176 01	526 6	2	AC	FIN	HACME	03/19/2003	2666		Parish		Richard	106293	1	
1322257	5446	3	GL	FIN	LACME	03/14/2003	4400		Knauss		Georgia	100831	1	
1323056	4216	3	PR	HR	MACME	03/17/2003	4205		Miller		Dan		1	
1325748	5558	3	MA	PROC	Services Techni	03/18/2003	4394		Appel		Bryan	103815	1	
1327848	5061	3	GL	FIN	PACME	01/06/2003	4388		Trembath		Mary	103400	1	
1329167	4106	3	LGN	WE	TACME	01/31/2003	3362		Pandey		Suraj		1	
 Done 422 424 434 428 430 432 426														
Local intranet														

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FIG. 15

Smart Notification Infoset Wizard

File Edit View Favorites Tools Help

Back

Google

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Search Web

Search Site

PageRank

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1465

1466

1467

1

Smart Notification

File Edit View Favorites Tools Help

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Google Search Web Search Site New! PageRank Page Info Links

Select Range of Facts

Name:
Warning Calls with Owner

Description:
Measure
Name

Action Priority ~ 434 ☐ Total ☐ Average ☐ Min. ☐ Max. ☒ Count
Company ~ 436 ☐ Total ☐ Average ☐ Min. ☐ Max. ☐ Count

Items

Call Id ~ 422

[All]	Δ
1257244	
1260340	
1265824	
1266029	▽

Clear All | Select All

☐ Make this a parameter

CUSTOMER ~ 424

[All]	Δ
1410	
1739	
1779	
1852	▽

Clear All | Select All

☐ Make this a parameter

Prod Group ~ 428

[All]	Δ
AC	
AM	
AP	
AR	▽

Clear All | Select All

☐ Make this a parameter

System Code ~ 430

[All]	Δ
DIST	
EPM	
FIN	
HR	▽

Clear All | Select All

☐ Make this a parameter

Customer Name ~ 432

[All]	Δ
ACME RENTS, IN	
ACME GOVERNMENT	
ACME HEALTH	
ACME GENERAL	▽

Clear All | Select All

☐ Make this a parameter

Owner ~ 426

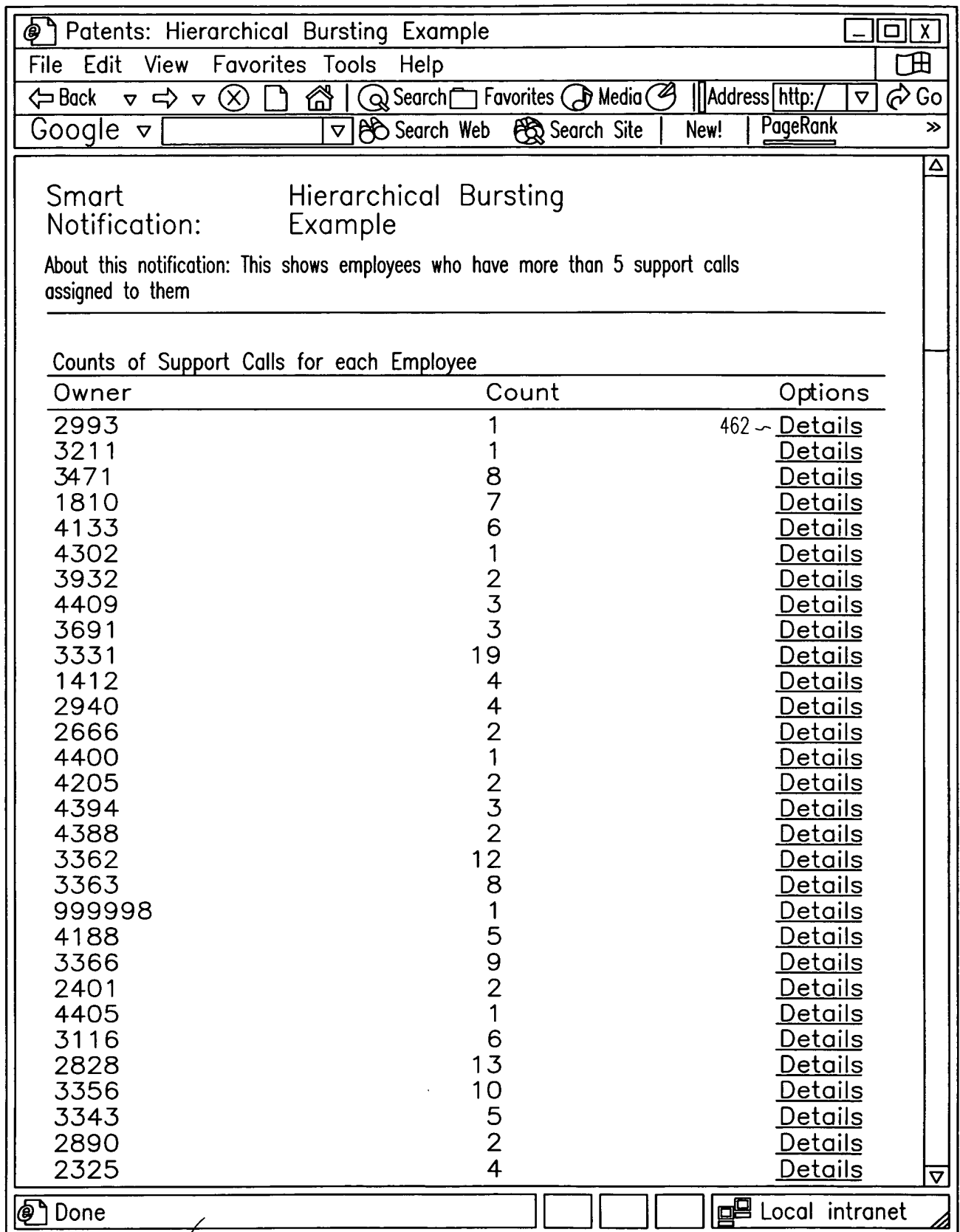
[All]	Δ
1412	
1667	
1800	
1810	▽

Clear All | Select All

☐ Make this a parameter

FIG. 16

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FIG. 18

Smart Notification

File Edit View Favorites Tools Help

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SMART NOTIFICATION

Welcome, 4738

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Notifications Wizard ~488

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2

3

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5

Select Facts Conditions Delivery Related Info Save

Set Conditions for

Condition

Calculation

Combine

Hide Advanced Options

Tell me if:

Counts of Support Calls for each Employee

is greater than

5

Make this a parameter

Compare with a variable or another selection

Show all rows (not only those that meet condition)

Lower is better

Add

My Selections

Name

Counts of Support Calls for each Employee

Type

Multi-Fact

Actions

Edit

Remove

Remove Checked Selections

Clear All Selections

Cancel

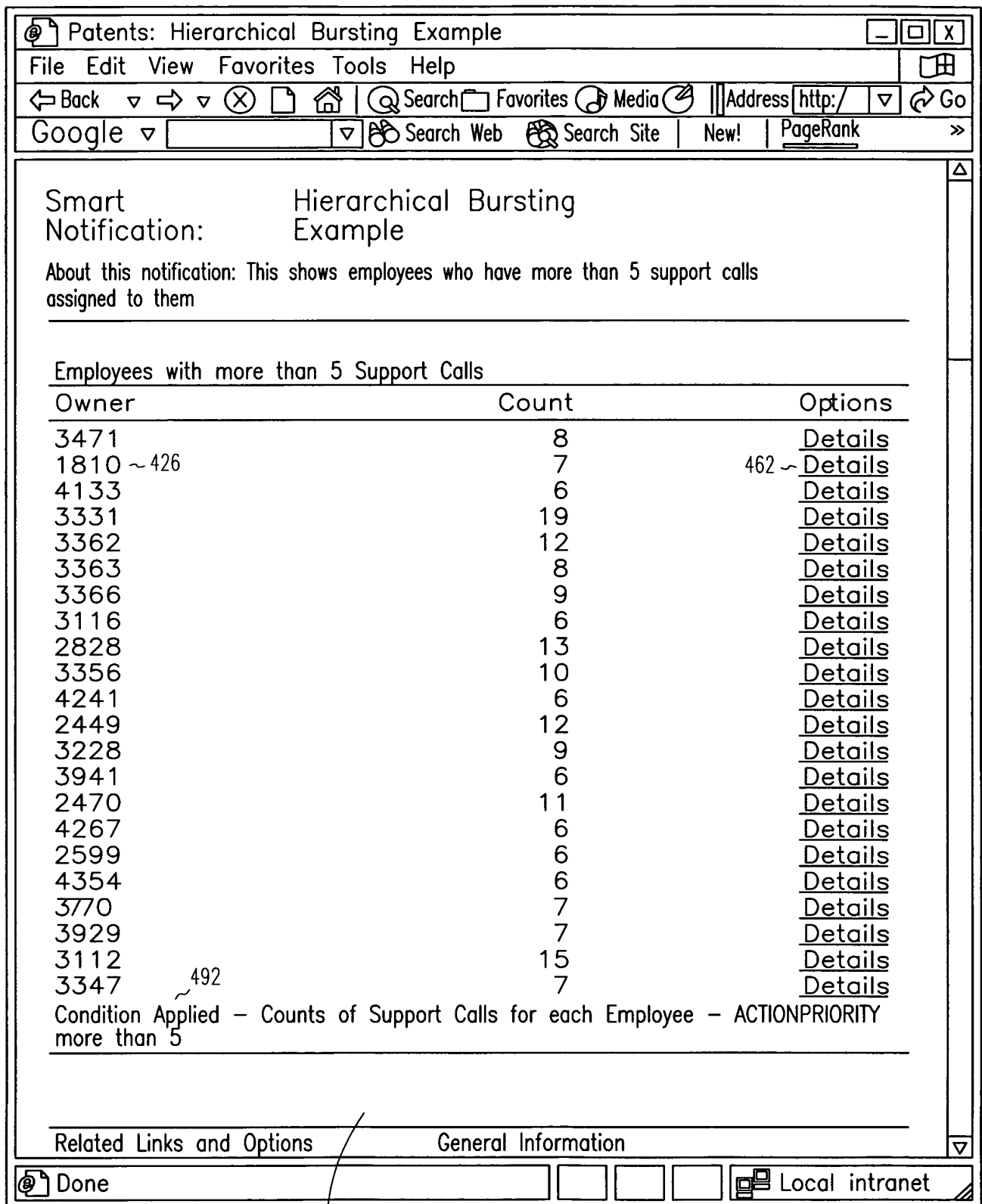
Next

Done

Preview

Local intranet

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FIG. 19

Smart Notification

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SMART NOTIFICATION

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5

Notifications Wizard ~488

Select Facts

Conditions

Delivery

Related Info

Save

Set Conditions for "

Condition

Calculation

Combine

Hide Advanced Options

From the values in:

Employee Id ~504

Calculate:

Hierarchy

Display original data

Add

My Selections

Name	Type	Actions	Remove
Counts of Support Calls for each Employees	Multi-Fact	Edit	
Employee with more than 5 Support Calls	Condition	Edit	

Remove Checked Selections

Clear All Selections

Cancel

Next

Done

Preview

Done

Local intranet

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File Edit View Favorites Tools Help

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Google

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Smart Notification:

Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)

Hierarchy -Owner	Owner	Count	Options
-Smith, Richard			
-Jone, Jay			
-Morgan, Eric			
-Orndorff, Cole			
-Bullis, Paula			
-Amend, Mike	160		
-Pedersen, Holly	5		
-Gustafson, Jon	3356	10	Details
-Klinepier, Julie	3941	6	Details
-Sheagley, Nate	3112	15	Details
-Teuber, Kevin			
-Pruitt, Bud	3929	7	Details
-Anderson, Nancy			
-Aufderheide, Jason			
-Johnson, Scott	3770	7	Details
-Slavik, Robert	2470	11	Details
-Insley, Susan			
-Dey, Greg	2599	6	Details
-O'Neill, Jean			
-Carlson, Chad			
-Cole, Judy	3331	19	Details
-Koll, Kirsten	3366	9	Details
-Popp, Corey	4133	6	Details
-Reece, Omar			
-Keys, Karen	4354	6	Details

Done

Local intranet

FIG. 21

Calls for Selected Customer

Filters: CUSTOMER-5522

HIERARCHY-OWNER	CALL ID	PROD GROUP	SYSTEM CODE	CUSTOMER NAME	OWNER	PROBLEM ID	LAST MSG DATE
<div> <div>-Smith, Richard</div> <div> <div>-Jones, Jay</div> <div> <div>-Morgan, Eric</div> <div> <div>-Orndorff, Cole</div> <div> <div>-Bullis, Paula</div> <div> <div>-Anderson, Nancy</div> <div> <div>-Zetzman, Nan</div> <div> <div>-Adams, Dawn</div> <div> <div>-Wilson-Bell, Paula</div> <div> <div>-Sjodin, Daniel</div> <div> <div>-Jarosz II, Thomas</div> <div> <div>-Lynough, Linda</div> <div> <div>-Pandey, Suraj</div> <div> <div>-Sauer, Matt</div> </div> </div> </div> </div> </div> </div> </div> </div> </div> <div>204</div> <div>202</div> <div> <div>1320025</div> <div>1320700</div> </div> <div>GL</div> <div>GL</div> <div>ACME HOLDINGS</div> <div>ACME HOLDINGS</div> <div>4251 ~ 160</div> <div>4251</div> <div>11/13/2002</div> <div>11/13/2002</div> <div> <div>1310105</div> <div>1326053</div> <div>1327235</div> </div> <div>LGN</div> <div>LGN</div> <div>LGN</div> <div>ACME HOLDINGS</div> <div>ACME HOLDINGS</div> <div>ACME HOLDINGS</div> <div>3116</div> <div>3362</div> <div>2468</div> <div>11/26/2002</div> <div>11/20/2002</div> <div>11/21/2002</div> </div></div></div></div></div>							

Select All/None

Group Chat

206

200

FIG. 22

Smart Notification

File Edit View Favorites Tools Help

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Select Facts Conditions Delivery Related Info Save

Set Conditions for ""

Results to Include

Auto-Relate

Custom Links

Formatting Template

Gallery: Default

☐ Do not display empty tables

Counts of Support Calls for each Employee

Employees with more than 5 Support Calls

Employees with more than 5 Support Calls (In Org)

Do not Display

Do not Display

Table With IM Icons

Pie Chart: Top 90%

Default Chart

Line Chart

Area Chart

Horizontal Chart

Quad / XY Chart

Table With IM Icons

Round Buttons

Dial

Gauge

Custom

☐ Include default table. Options Customize Links

☐ Include default table. Options Customize Links

☐ Include default table. Options Customize Links

Cancel

Next

Done

Preview

Local intranet

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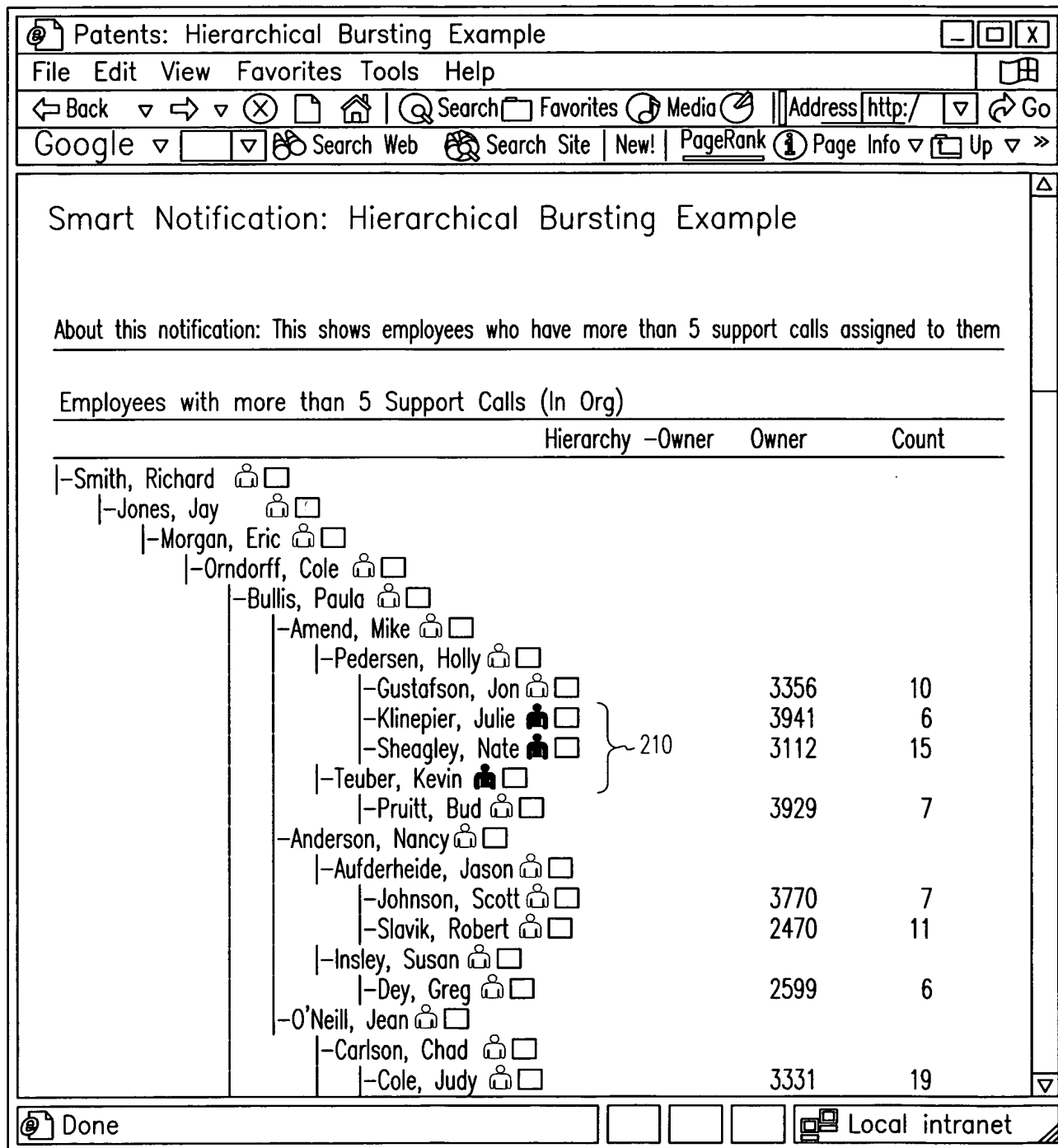


FIG. 24A

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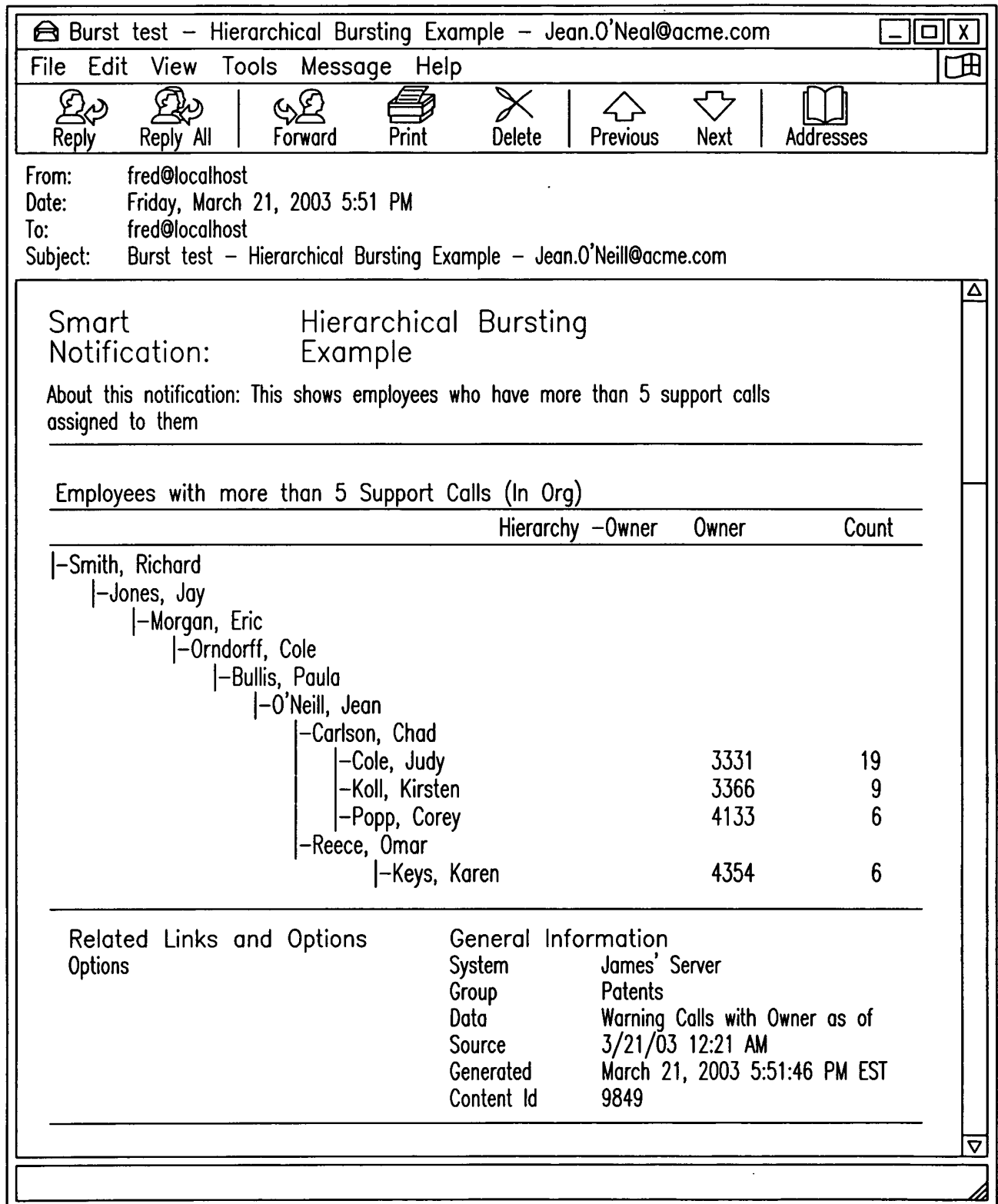


FIG. 24B

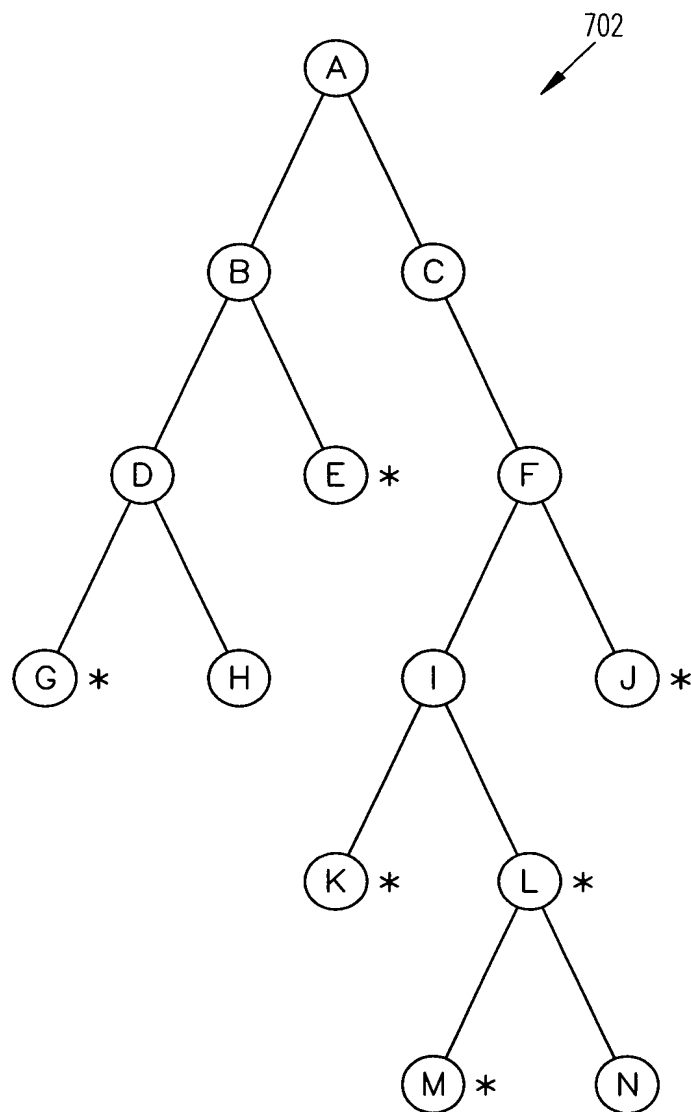
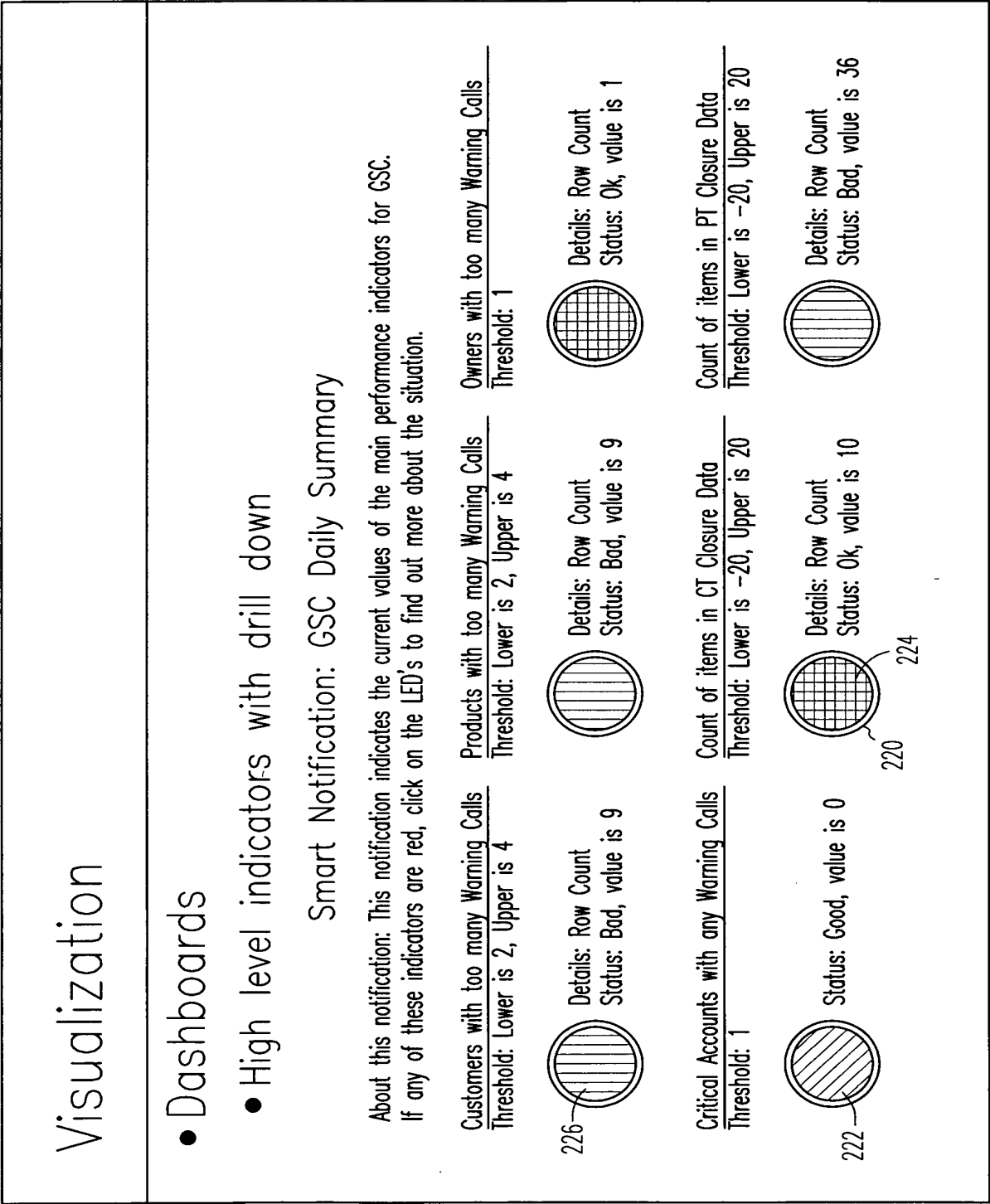


FIG. 25



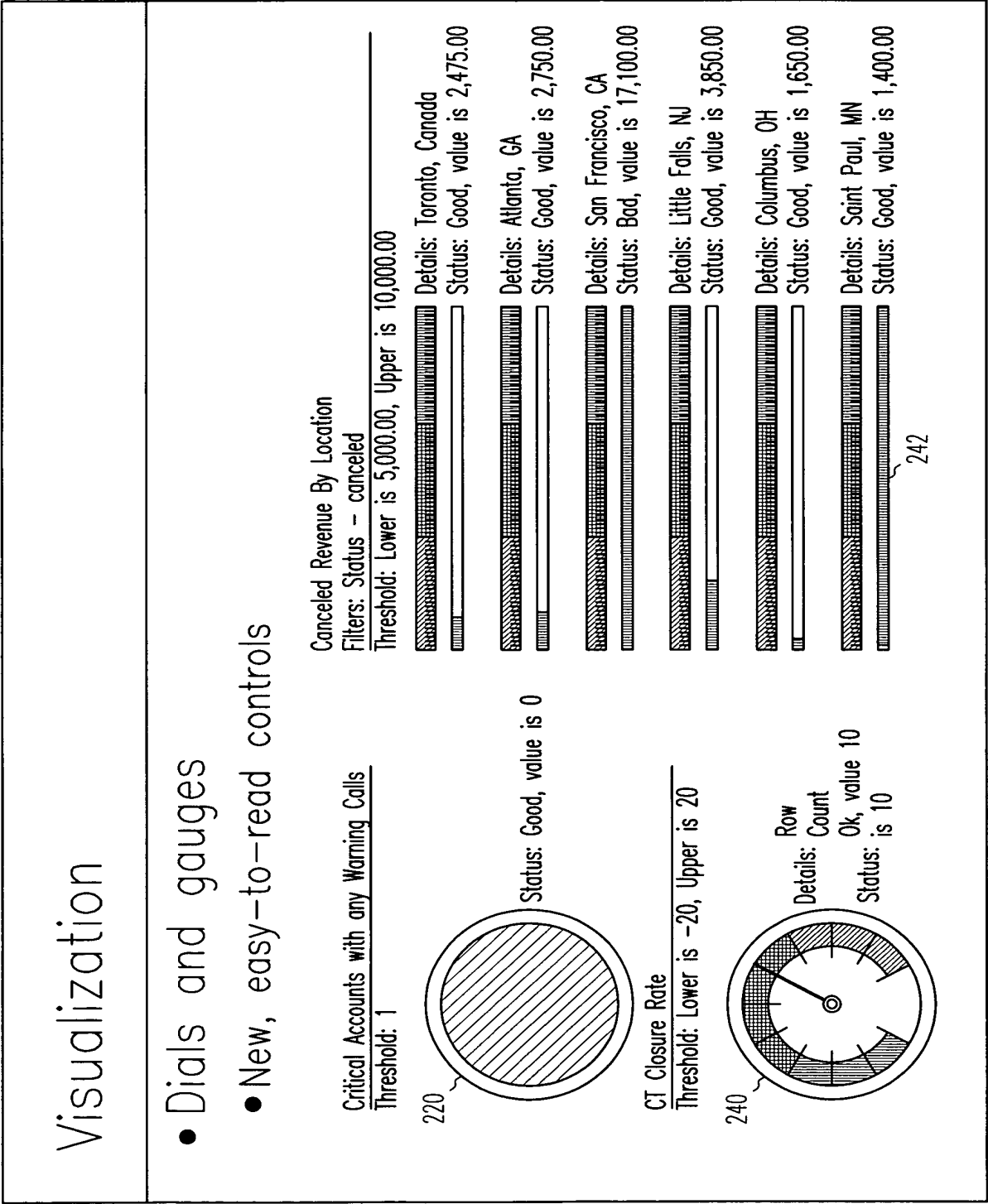


FIG. 27

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FIG. 28

Smart Notification

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Welcome, 4738

Notifications Reminders Files Personal Settings Activity Search Admin Help

Notifications Wizard ~488

1 2 3 4 5

Select Facts Conditions Delivery Related Info Save

Bursting for

Device Schedule Bursting

Filter and deliver using the notification data and these settings:

Determine recipients using data in this table

Employees with more than 5 Support Calls (In Org)

and this column

(HIER) Employee Id

and generate email addresses by

Collating and delivering to the 6th level of the hierarchy

Select the Info Set Column that contains the appropriate hierarchy and delivery addresses

Employees - Email

Select a delivery option

Deliver to the recipients

Cancel

Next

Done

Preview

Done

Local intranet

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The screenshot shows a web browser window titled "Smart Notification". The browser's address bar shows "http://". The page title is "SMART NOTIFICATION" and it says "Welcome, 4738". There are tabs for "Notifications", "Reminders", "Files", "Personal Settings", "Activity", "Search", "Admin", and "Help". The "Notifications Wizard" is active, with steps 1 (Select Facts), 2 (Conditions), 3 (Delivery), 4 (Related Info), and 5 (Save). Step 3 is selected. The wizard is titled "Bursting for """. It has tabs for "Device", "Schedule", and "Bursting". There are buttons for "Add Message Box" and "Add Device". The main content area says "Filter and deliver using the notification data and these settings: Determine recipients using data in this table". It shows a dropdown menu with "Employees with more than 5 Support Calls (In Org)" and a value of ~520. Below this, it says "and this column" and shows a dropdown menu with "(HIER) Employee Id" and a value of ~522. It then says "and generate email addresses by" and shows a list of options for collating and delivering to different levels of the hierarchy. A checkbox "Also burst this to Acme Instant Messaging delivery addresses" is present. At the bottom, there are buttons for "Cancel", "Next", "Done", and "Preview". The status bar at the bottom shows "Done" and "Local intranet".

Smart Notification

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Google Search Web Search Site New! PageRank Page Info Up >

SMART NOTIFICATION Welcome, 4738

Notifications Reminders Files Personal Settings Activity Search Admin Help

Notifications Wizard 1 2 3 4 5
Select Facts Conditions Delivery Related Info Save

Bursting for ""

Device Schedule Bursting Add Message Box Add Device

Filter and deliver using the notification data and these settings:
Determine recipients using data in this table
Employees with more than 5 Support Calls (In Org) ~520
and this column
(HIER) Employee Id ~522
and generate email addresses by

Collating and delivering to the 6th level of the hierarchy	▽
Collating and delivering to the supervisor (up one level)	△
Collating and delivering up two levels	
Collating and delivering up three levels	
Collating and delivering up four levels	
Collating and delivering up one and two levels	
Collating and delivering up two and three levels	
Collating and delivering up three and four levels	
Collating and delivering to the top of the hierarchy	
Collating and delivering to the 2nd level of the hierarchy	
Collating and delivering to the 3rd level of the hierarchy	
Collating and delivering to the 4th level of the hierarchy	▽

Also burst this to Acme Instant Messaging delivery addresses

Cancel Next Done Preview

Done Local intranet

FIG. 29

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Burst test – Hierarchical Bursting Example – Michael.Amend@acme.com

File Edit View Tools Message Help

Reply

Reply All

Forward

Print

Delete

Previous

Next

Addresses

From: fred@localhost

Date: Friday, March 21, 2003 5:29 PM

To: fred@localhost

Subject: Burst test – Hierarchical Bursting Example – Michael.Amend@acme.com

Smart Notification: Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)

Hierarchy	Owner	Count	Options
–Smith, Richard			
–Jones, Jay			
–Morgan, Eric			
–Orndorff, Cole			
–Bullis, Paula			
–Amend, Mike			
–Pederson, Holly			
–Gustafson, Jon	3356	10	Details
–Klinepier, Julie	3941	6	Details
–Sheagley, Nate	3112	15	Details
–Teuber, Kevin			
–Pruitt, Bud	3929	7	Details

Related Links and Options

Options

General Information

System	James' Server
Group	Patents
Data	Warning Calls with Owner as of
Source	3/21/03 12:21 AM
Generated	March 21, 2003 5:29:53 PM EST
Content Id	9849

FIG. 30

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Burst test – Hierarchical Bursting Example – Nancy.Anderson@acme.com

File Edit View Tools Message Help

Reply

Reply All

Forward

Print

Delete

Previous

Next

Addresses

From: fred@localhost

Date: Friday, March 21, 2003 5:29 PM

To: fred@localhost

Subject: Burst test – Hierarchical Bursting Example – Nancy.Anderson@acme.com

Smart Notification: Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)

Hierarchy	Owner	Count	Options
–Smith, Richard			
–Jones, Jay			
–Morgan, Eric			
–Orndorff, Cole			
–Bullis, Paula			
–Anderson, Nancy			
–Aufderheide, Jason			
–Johnson, Scott	3770	7	Details
–Slavik, Robert	2470	11	Details
–Insley, Susan			
–Dey, Greg	2599	6	Details

Related Links and Options

Options

General Information

System	James' Server
Group	Patents
Data	Warning Calls with Owner as of
Source	3/21/03 12:21 AM
Generated	March 21, 2003 5:29:53 PM EST
Content Id	9849

FIG. 31

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Burst test – Hierarchical Bursting Example – Jean.O’Neal@acme.com

File Edit View Tools Message Help

Reply

Reply All

Forward

Print

Delete

Previous

Next

Addresses

From: fred@localhost

Date: Friday, March 21, 2003 5:29 PM

To: fred@localhost

Subject: Burst test – Hierarchical Bursting Example – Jean.O’Neill@acme.com

Smart Notification: Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)

Hierarchy	Owner	Count	Options
–Smith, Richard			
–Jones, Jay			
–Morgan, Eric			
–Orndorff, Cole			
–Bullis, Paula			
–O’Neill, Jean			
–Carlson, Chad			
–Cole, Judy	3331	19	Details
–Koll, Kirsten	3366	9	Details
–Popp, Corey	4133	6	Details
–Reece, Omar			
–Keys, Karen	4354	6	Details

Related Links and Options

Options

General Information

System	James’ Server
Group	Patents
Data	Warning Calls with Owner as of
Source	3/21/03 12:21 AM
Generated	March 21, 2003 5:29:53 PM EST
Content Id	9849

FIG. 32

Customize Links

File Edit View Favorites Tools Help

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Highlight

Customize links for 'Employees with more than 5 Support Calls (In Org)'.
 For this table, select how you would like links to applications and other notifications to be handled.

☐ Include a 'details' links on each row and dynamically generate a details page every time ~802
☐ Do not display any links ~804
☒ Customize the links using the information below ~806

Links to Recommended Analyses

Link To	Using	Add Link To	Comment	Window
<input type="checkbox"/> Employees With Same Supervisor	Employee Id			
<input type="checkbox"/> Supervisor	Employee Id			
<input type="checkbox"/> Direct Reports	Employee Id			
<input type="checkbox"/> Supervisor 2	Employee Id			
<input checked="" type="checkbox"/> Warning Calls For Owner	Employee Id	Employee Id	Click to see calls assigned to this person	
810 ~ <input type="checkbox"/> Other Link	No Parameters			
				816

808

Links to Applications

Link To	Using	Add Link To	Comment	Window
812 ~ <input type="checkbox"/> Open CT	CALL-ID			
<input type="checkbox"/> Open PT	PROBLEM-ID			
<input type="checkbox"/> Discussion Group	CUSTOMER			
<input type="checkbox"/> PSA Test	unknown			

Done

OK

Cancel

Local intranet

FIG. 33

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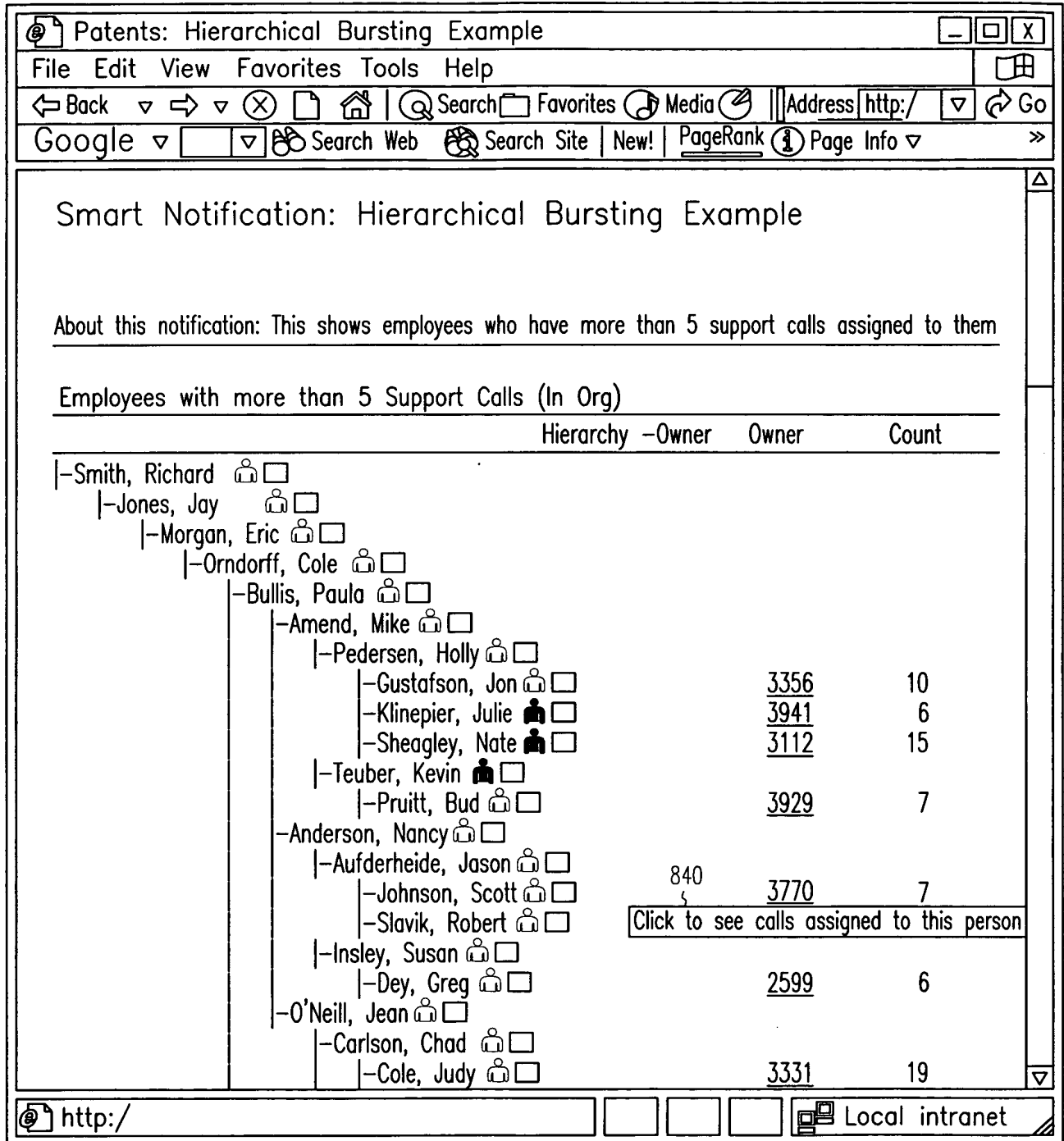


FIG. 34